

Customer Credit Reporting

Company Name: Comcast Phone of Illinois, LLC
Doing Business As:
Company Address: 29777 Telegraph Rd., Ste 4400-B, Southfield , MI 48034-5155
Operating Company Number: 7607

Credit Reporting Data for Quarter Ending: September 30, 2003 ▼

Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

Total dollar amount of all customer credits paid:
 Number of credits issued for repairs - 24-48 hours:
 Number of credits issued for repairs - 48-72 hours:
 Number of credits issued for repairs - 72-96 hours:
 Number of credits issued for repairs - 96-120 hours:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e)
 Number of customers receiving alternate
 phone service rather than receiving a credit.

July	Aug	Sept	Total
\$1,994.00	\$2,315.92	\$540.20	\$4,850.12
420	490	75	985
22	22	6	50
7	4	1	12
0	3	2	5
0	0	0	0
0	0	0	0

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

Total dollar amount of all customer credits paid:
 Number of installations after 5 business days:
 Number of installations after 10 business days:
 Number of installations after 11 business days:
 Number of exemptions claimed for each of the
 categories identified in Section 732.30(e).
 Number of customers receiving alternate
 phone service rather than receiving a credit.

July	Aug	Sept	Total
\$5,850.00	\$5,100.00	\$7,400.00	\$18,350.00
0	0	0	0
44	26	26	96
95	89	135	319
0	0	0	0
0	0	0	0

Credit due in accordance with Section 732.30(c);

Missed Appointments

Total dollar amount of all customer credits paid:
 Number of customers receiving credits:
 Number of exemptions claimed for each of
 the categories identified in Section 732.30(3).

July	Aug	Sept	Total
\$21,350.00	\$21,550.00	\$25,450.00	\$68,350.00
427	431	509	1,367
0	0	0	0